

By Dr. Patrick Murphy, Au.D., M.Ed., CCC-A, FAAA

Murphy Hearing Services is a full-service hearing health care proprietorship owned by Patrick M. Murphy, Au.D., M.Ed., CCC-A, FAAA. Dr. Murphy is a Certified and Licensed Audiologist and Registered Hearing Aid Dealer in the Commonwealth of Pennsylvania.

Dr. Murphy knows first-hand about hearing loss. He has had a bilateral mild-to-moderate sensorineural hearing loss all of his life and is a binaural in-the-canal hearing aid user.

Dr. Murphy has been in practice in Pennsylvania since receiving his Master of Education in Audiology from the University of Virginia in the spring of 1987. He holds a Doctorate in Audiology from A.T. Still University in Mesa, Arizona.

Dr. Murphy is affiliated with the following organizations: International Society of Audiology, Pan-American Society of Audiology, Academy of Doctors of Audiology, American Audiology Society, Pennsylvania Academy of Audiology, American Speech-Language Hearing Association, American Academy of Audiology and Pennsylvania Speech-Language Hearing Association.



Wasting Time

A dear old friend once told me, "When you waste money, you can always get more. When you waste the time in your life, you can never get it back."

One thing my closest professional colleagues and I agree upon is we need to learn something new every day. One may feel the best sources to learn from are continuing education, reading scientific journals, and attending seminars listening to lecturers. These avenues have their place in our professional growth. However, patients educate us in their needs and pursuit of the best hearing healthcare sought.

From our discussions of the processes encountered with tens of thousands of people, everyone has their own method of achieving better hearing to improve the quality of life. Most are focused and direct at gathering information, understanding their hearing handicap, selecting the best amplification, using their motivation to change their daily lives, and putting this new practice into a habit. This is the shortest and most effective distance between two points.

Some prefer to take a longer and more time-consuming approach for better hearing. Their end choice may not always be in their best interests.

One instance found this person with their long-time, trusted professional audiologist providing the

best option to acquire the improvement to their decreased hearing since being fitted with amplification ten years previous. Instead, the person chose to seek out a salesperson at a retailer. This dead-end experience wasted three weeks and gave them complete dissatisfaction with the equipment, frustration, and no professional support. Next was searching for hours on the internet for the latest and greatest device at the cheapest cost. The online company demanded payment in full before the devices were shipped and had no professional support for the wearer who would be on their own. After six months of delay with the tap dancing, the person was told by Aunt Hortense to go to the big warehouse operation and save a lot of money. This option would net them cheap prices on older technology. Service was limited to an inexperienced salesperson who could do nothing more than an automated first fitting without the required acoustic adjustments, counseling, and aural rehabilitation. More than six months' time had been wasted on chasing these rabbits in the woods only to have that person end up back with the original professional audiologist for the recommended care.

Still another individual did not heed the professional recommendations and counseling provided by their professional audiologist. They had been satisfied with the product and service given for more than ten years. However, the person wished

to shop prices and get second opinions at other offices. Once this tap dance was completed in their surrounding area, the person was back at the original provider and wanted to know what they thought of these opinions from the inexperienced salespeople. The original professional audiologist responded with a resounding, 'not much.' The well-seasoned and astute professional audiologist would not give credence to an outside novice who did not know and understand the complete history of the person and their receptive communication requirements. That entire process wasted four months' time for the person.

In another situation, the person did not

heed the professional recommendations of the audiologist. They searched for online sources of do-it-yourself fitting with over-the-counter options. The end result was \$1000 spent on a pair of devices and another deal for \$300. After spending \$1300, owning two sets of devices which never helped, the person ended up at the original audiologist's office. This futile and painful process wasted five years.

Still another person did not accept the audiologist's recommendations for the latest state-of-the-art technology to meet their communication needs. The individual was advised by a friend to go elsewhere for cheap devices. This person saved \$1000 but purchased

technology which was two generations older than what was originally recommended. The time wasting will proceed into infinity. The sales store is a half hour drive each way every time service is needed, adjustments required, manufacturer repair service to be shipped out, and more. The old saying is penny wise and pound foolish.

Consider the experiences of these other people when in need of hearing healthcare. Trust the professional recommendations of your private practice audiologist and never waste time.

*Dedicated In Memoriam
to my brother-in-law
Robert G. 'Rob' Tetrick
11/30/1951 -- 7/19/2025*

Dr. Patrick M. Murphy, Au.D., M. Ed., CCC-A, FAAA
Board Certified & Licensed Audiologist • Registered Hearing Aid Dealer

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Office Hours: Monday thru Friday 10 a.m. to 4 p.m. Hours are by appointment only. Some Fridays will be utilized to see patients in nursing homes, rehab centers, etc. Saturday morning hours by special appointment.